

## Volunteer Role Description

<b>Title:</b>	Compass/Pathways Volunteer
<b>Responsible to:</b>	Project Manager
<b>Hours:</b>	5 hours per week
<b>Location:</b>	Volunteers have the option to work from our offices in Ealing, Hammersmith & Fulham, Hounslow, as well as remotely

### Purpose of the Role

This volunteer role is a key part of the HFEH Mind team delivering a range of services across Hammersmith and Fulham, Ealing and Hounslow. We support clients with mental health with both clinical and non-clinical interventions.

**Compass** is a service designed to support adults (18 years and over) in H&F and Hounslow. The service provides support with welfare benefits, debt, housing and well-being/peer support groups/workshops.

**The Ealing Pathways** service is designed to support adults (18 years and over) with stable mental illness to stay well and avoid acute admission in the borough of Ealing. The service provides support with welfare benefits, debt, housing and well-being advice service.

As a part of this, we are looking for volunteers to support with both services. The role of the volunteer includes supporting with onboarding and contacting clients onto our services as well as completing administrative tasks.

### Main Responsibilities

To work closely with the Compass/Pathways service team and support the services with enquiries and support the service users to access the service.

### Tasks:

- Triage clients for the service through an onboarding process.
- Support with follow up surveys and questionnaires for those who have accessed the project and obtain their feedback to improve our services.

- Support the Compass/Pathways team to promote the service to the local community.
- A willingness to undertake training courses.
- Support with administrative tasks including recording information onto our database 'Views'.
- Supporting clients by picking up 'light touch cases' e.g. form filling and welfare benefit checks.
- Uphold HFEH Mind values and behaviours.

### **General Responsibilities**

- Undertake any other duties commensurate with the level of the role.
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Share our commitment to safeguarding adults and children at risk of harm.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.

### **Type of person we are looking for:**

#### **Essential**

- An interest in supporting those with mental health needs to access Compass/Pathways services.
- Good oral and written communication skills (including listening skills); the ability to communicate in a patient, considered, and empathetic manner.
- Excellent organisational skills, with the ability to follow administrative procedures.
- IT skills – able to update spreadsheets, use web-based applications, video-conferencing software, and Microsoft Office applications.

#### **Desirable**

- Preferably have had experience working with people who experience poor mental health.

#### **Time commitment and expenses**

- 5 hours per week, during our opening hours of 10am–4pm. Please indicate your preferred volunteering day(s) on your application
- We request a minimum commitment of 3 months of volunteering after the completion of your induction.
- We will provide volunteers with an induction, training, and ongoing mentoring to support them in the role.

### **How to apply:**

To apply please send your CV and expression of interest addressing the below questions to: [ayan.warfa@hfehmind.org.uk](mailto:ayan.warfa@hfehmind.org.uk)

Please tell us why you would like to volunteer with Compass/Pathways at HFEH Mind (minimum 50 words)

Please share any relevant skills or experience you have for the role. This may include education, work, or voluntary experience (minimum 100 words)

***HFEH Mind value equal opportunities; and are proud to foster a workforce of volunteers and employees that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.***

***HFEH Mind are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with children and vulnerable adults.***

***Post is subject to an enhanced DBS check.***